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ABSTRACT

This report concerns an assessment of the quality of life in Family Housing villages at the University of Florida (UF) which was conducted in April 1986. Section I presents survey particulars such as number of respondents (N=1,551) and rate of survey return (85.7%). Section II contains Hansen's Seven-Step Model for needs assessment which was loosely followed during the evaluation. Section III examines issues about questionnaire design and use, including rate of returns, questionnaire construction, types of questions, layout, cover letters, and questionnaire design. The survey instrument itself is presented in section IV. Section V focuses on the process of the UF needs assessment project and contains a census form, list of goals, brainstorming list, pilot study evaluation, and memos and letters to staff and residents. Section VI presents selected results of the evaluation by category: facilities; staffing issues; safety and security; programs and activities; differences, acceptance, and community; services for residents; childcare; and community information. Section VII lists general findings, section VIII looks at differences among stratified groups, section IX gives census reports of UF Family Housing residents, and section X presents survey results by comparing subgroups (Internationals/Americans, Blacks/Hispanics/Whites, Family Status, Student Status). (NB)

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CONDUCTING NEEDS ASSESSMENT

IN A STUDENT - FAMILY HOUSING ENVIRONMENT

THE PROCESS AND RESULTS OF A STUDY BY:

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CG 019516

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DIVISION OF HOUSING
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INTRODUCTION

This report is about an assessment of the quality of life in Family Housing villages at the University of Florida which was conducted in April of 1986. Using a survey questionnaire which was developed within the Division of Housing, each adult resident living in Family Housing at that time was given the opportunity to "voice" their opinion about our facilities, staff, services, and programs. From a total population of 1810 adult residents, over 1500 residents returned completed surveys (the return rate exceeded 85%).

In the pages which follow, the reader will encounter a model of assessment which was somewhat loosely followed during our project. In addition, certain issues relating to questionnaire design, increasing return rates and developing cover letters are included to assist anyone interested in conducting an assessment of this type.

After these introductions to project development, the report focuses on the process and results of the study conducted by the Office of Family Housing at UF. In this section of the report one will encounter copies of meeting minutes, staff memorandums, envelopes, and forms, as well as, tables of results. The authors of this report felt it was important to include the specifics of our process for those interested in aspects of the methodology which helped generate such a high rate of return.

While initial results are included in this report, further analysis continues on the responses of the various subgroups residing in UF's Family Housing. The census reports included herein will assist the reader in understanding the demographic diversity of the population which was surveyed.

The true importance of this project lies in the response of those in a position to affect any changes which are called for as a result of this study. Certainly, the residents who took the time to respond have a reasonable expectation that positive change might occur. It is with this expectation in mind that the authors of this report must now focus their attention.

UNIVERSITY
OF FLORIDA

Division of Housing

Village Communities

982 UNITS

8 EFFICIENCIES
467 1 BEDROOM
467 2 BEDROOM
GARDEN APARTMENTS
8 3 BEDROOM
30 TOWNHOUSES

58% AMERICAN
42% INTERNATIONAL -
69 DIFFERENT COUNTRIES
REPRESENTED

46% COUPLES WITH 1 OR MORE CHILDREN
47.5% COUPLES WITHOUT CHILDREN
6.5% SINGLE PARENTS
35% UNDERGRADUATE STUDENTS
60.5% GRADUATE STUDENTS
4.5 % POST BACCALAUREATE

FAMILY HOUSING SURVEY

NUMBER OF ADULTS SURVEYED		1,810
NUMBER OF COMPLETED SURVEYS RETURNED		1,551
RATE OF RETURN		85.7%
- Initial Mailout Return	42%	
- Second Mailout Return	increased to 71%	
- Student Staff Follow-up	increased to 85.7%	
PLANNING PERIOD		8 MONTHS
DISTRIBUTION/COLLECTION PERIOD		1 MONTH
ANALYSIS OF DATA		CONTINUING

PLANNING YOUR ASSESSMENT PROJECT

STEP ONE: RAISING BASIC QUESTIONS

Why is your assessment project important?

Who needs the assessment results?

When does the assessment need to be done?

How long will the assessment process take?

Who will pay for the assessment?

What do you expect to find out?

STEP TWO: FORMULATING YOUR ASSESSMENT QUESTIONS: DEFINING GOALS & OBJECTIVES

Explore The General Topic
- What do you currently know about the general topic?
- Has someone else conducted the assessment?
- What important factors have others ignored?
- What don't you know about the assessment topic?

Explore Your Values And Opinions
- Why are you interested in this general assessment topic?
- What is the payoff of this assessment for you?
- What happens if you don't do the assessment?

Focus Your Assessment Interests
- If you could only do part of the project which aspect would be most important to do?
- What will do you and others the most good?
- What I would most like to find out is ...

List All Your Important Assessment Questions
- Decide which questions can be answered
- Are there questions which shouldn't be answered?

Prioritize Your Remaining Questions (If Any)

STEP THREE: ASSESSING YOUR LIMITATIONS

Political
- institutional restraints
- national/state priorities

Legal
- Buckley Amendment
- Civil Rights/Title IX

Financial
- source of funding
- finite amounts of money/budgeting

Social Constraints
- community standards
- expectations of participants

Ethical
- professional review
- APA standards

STEP FOUR: DEFINING YOUR SAMPLING FRAMEWORK

What Paremeters Will Influence The Outcome?
- age?
- sex?
- ethnicity?
- geographical location?
- other?

How Do Your Assessment Questions Limit Or Complicate Your Framework?
- Are questions to broad?
- Are questions to narrow?

How Important Is Generalizability Of Results?

How Available Is Your Potential Sample?

STEP FIVE: IDENTIFYING YOUR DATA NEEDS

What Instruments Will You Need?
- standardized
- design your own

What Types Of Score Scales Will You Need To Answer Your Questions?
- raw scores
- normative scores
- ipsative scores
- standardized scores
- criterion-referenced scores

What Are The Psychometric Properties Of The Instruments?
- reliability
- validity

Where Can Instruments Be Obtained
- test publishers
- other colleges and universities
- locally developed

How Much Time Is Available For Sample To Respond To The Assessment Instruments?

How Will Data Be Coded For Analysis And Summarized?

How Will Data Be Maintained For Historical Purposes?

STEP SIX: DEVELOPING AN ASSESSMENT DESIGN

Re-Examine Your Purpose For Doing The Assessment
- description
- prediction
- exploration
- evaluation

Determine Basic Approach To Your Design
- experimental
- quasi-experimental

Select Most Powerful Design Within Your Limitations
- relate assessment questions to possible statistical analyses
- select statistical methodology that your audience will understand

Anticipate Results
- develop "dummy data tables"
- enter expected results
- write summary statements of Data
- ask "Did I answer my questions?

STEP SEVEN: COLLECTING YOUR DATA

List Possible Methods Of Data Collection
- personal interview
- telephone interview
- mail survey

Do You Need Special Equipment/Facilities To Collect Data?

Compare Costs of Data Collection Methods
- staff time
- printing/postage
- special equipment

What Can You Do To Facilitate Data Collection?
- mark sense sheets/cards
- audio/video tape interviews
- computer-interactive simulations
- format/layout techniques

Maximize Response Rates By Careful Planning: Pilot Testing

Follow-Up Non-Responders

ANALYZE - INTERPRET-DISSEMINATE ASSESSMENT RESULTS

Conduct Quality Control Check On Collected Data
- Is data within anticipated range?
- How much missing data do you have?

Analyze Your User Audience
- statistical sophistication
- political considerations
- identify key issues
- identify sources of resistance and conflict

Analyze Data
- enter data in summary tables developed in step six
- compare actual results with anticipated results
- identify key findings/unexpected results

Interpret Data With Specific Audience In Mind
- identify who needs what information for which purposes
- select summary statistic that communicates results to particular audience

Select Reporting Technique

Present Data to Audience
- written reports/informal verbal reports
- multi-media presentations/graphical techniques

* This model was developed by Dr. Gary Hansen and is reprinted with his permission. Dr. Hansen is currently the Assistant Dean of Students for Research and Evaluation at the University of Texas at Austin.

FACTORS WHICH AFFECT RATE OF RETURNS FOR MAILED QUESTIONNAIRES

1. LENGTH OF THE QUESTIONNAIRE

2. COVER LETTER

3. SPONSORSHIP OF THE QUESTIONNAIRE

4. ATTRACTIVENESS OF THE QUESTIONNAIRE

5. EASE OF COMPLETING AND MAILING IT

6. INTEREST AROUSED BY THE CONTENT

7. FOLLOW-UP PROCEDURES USED

CONSTRUCTING THE QUESTIONNAIRE

1. CONSTRUCT THE INSTRUMENT IN A WAY THAT REFLECTS QUALITY.

2. KEEP THE QUESTIONNAIRE AS BRIEF AS POSSIBLE TO REDUCE RESPONDING TIME.

3. MAKE SURE THE RESPONDENTS ARE ABLE TO ANSWER THE QUESTIONS.

4. PHRASE QUESTIONNAIRE SO THAT ITEMS CAN BE UNDERSTOOD BY EACH RESPONDENT.

5. KEEP INDIVIDUAL QUESTIONNAIRE ITEMS AS SHORT AND SIMPLE AS POSSIBLE.

6. PHRASE QUESTIONNAIRE ITEMS SO AS TO ELICIT UNAMBIGUOUS ANSWERS.

7. PHRASE ITEMS SO AS TO AVOID BIAS THAT MIGHT PREDETERMINE A RESPONDENT'S ANSWERS.

8. AVOID ITEMS THAT MIGHT MISLEAD DUE TO UNSTATED ASSUMPTIONS.

9. MAKE SURE THE ALTERNATIVES TO EACH ITEMS ARE EXHAUSTIVE; THAT IS, EXPRESS ALL THE POSSIBLE ALTERNATIVES ON THE ISSUE.

10. AVOID QUESTIONS THAT MIGHT ELICIT REACTIONS OF EMBARRASSMENT, SUSPICION, OR HOSTILITY IN THE RESPONDENT.

11. AVOID "DOUBLE-BARRELED" QUESTIONS THAT ATTEMPT TO ASK TWO QUESTIONS AT ONE.

TYPES OF QUESTIONS

1. COMPLETION OR FILL-IN ITEMS ARE OPEN-MINDED QUESTIONS TO WHICH RESPONDENTS MUST SUPPLY THEIR OWN ANSWERS STATED IN THEIR OWN WORDS.

2. CHECKLISTS ARE QUESTIONS THAT PRESENT A NUMBER OF POSSIBLE ANSWERS AND THE RESPONDENTS ARE ASKED TO CHECK THOSE THAT APPLY.

3. SCALED ITEMS ASK RESPONDENTS TO RATE A CONCEPT, EVENT, OR SITUATION ON SUCH DIMENSIONS AS (A) QUANTITY OR INTENSITY, INDICATING "HOW MUCH" OR (B) FREQUENCY, INDICATING "HOW OFTEN."

4. RANKING QUESTIONS ASK RESPONDENTS TO INDICATE THE ORDER OF THEIR PREFERENCE AMONG A NUMBER OF OPTIONS.

LAYOUT OF QUESTIONNAIRE

1. NUMBER QUESTIONS CONSECUTIVELY THROUGHOUT THE QUESTIONNAIRE.

2. QUESTIONS CAN BE DIFFERENTIATED FROM ANSWER CATEGORIES BY USING LOWERCASE LETTERS FOR QUESTIONS AND UPPERCASE LETTERS FOR ANSWERS.

3. USE NUMBERS TO IDENTIFY THE VARIOUS ANSWER CATEGORIES.

4. BE CONSISTENT IN ASSIGNING NUMBERS TO THE VARIOUS ANSWER CATEGORIES.

5. ARRANGE RESPONSE CATEGORIES IN A VERTICAL RATHER THAN HORIZONTAL FORMAT.

6. REPRODUCE THE QUESTIONNAIRE USING A HIGH-QUALITY PRINTING METHOD SUCH AS OFFSET.

ELEMENTS OF THE COVER LETTER

1. THE PURPOSE OF THE STUDY

2. A REQUEST FOR COOPERATION

3. THE PROTECTION PROVIDED THE RESPONDENT

4. SPONSORSHIP OF THE STUDY

5. PROMISE OF RESULTS

6. APPRECIATION

7. RECENT DATE ON LETTER

8. REQUEST FOR IMMEDIATE RETURN

REFERENCE

Information used in this report regarding (a) factors affecting rate of returns; (b) constructing the questionnaire; (c) types of questions; (d) layouts; (e) elements of a cover letter may be studied in more detail by referring to:

Ary, D., Jacobs, L. C., and Razsvich, A. (1985). Introduction to Research in Education (third edition). New York: CBS College Publishing

Do's and Don'ts of Questionnaire Design

Questionnaires are the most frequently used method of data collection among educators. A few errors in design can invalidate a well-conceptualized research effort. Following the simple guidelines outlined below will enable you to design questionnaires that will yield better validity and higher response rates.

"Do" Guidelines

1. Do begin with a few non-threatening and easy to answer items. This will increase the probability that respondents will continue to complete the questionnaire. Threatening items at the begining can cause defensive and sometimes invalid responses.

2. Use simple and direct language. Misinterpreted items are the major cause of invalid questionnaire results. Make sure that your items communicate adequately to your respondents.

3. Make your items as brief as possible. Often respondents will not bother to respond to tediously long items.

4. Emphasize crucial words in each item. If certain words might change the entire meaning of the item if misinterpreted, italicize or underscore them.

5. Leave adequate space for comments. Although comments are often difficult to analyze, they can provide valuable information that might not otherwise be collected. Also, plenty of white space makes the form look less cluttered and more professional.

6. Group items into coherent catagories. Questions should be arranged logically. This will make responding easier by causing less mental shifting, thereby resulting in less fatigue and fewer errors. Catagories don't have to be labled, but similar items should be grouped together.

7. Provide variety in the type of item used. Use alternative types of questions such as multiple choice, true/false, short answer, open-ended items and ranking items. This will reduce boredom and fatigue of the respondents.

8. Include clear, consise instructions on how to complete the questionnaire. Be sure that your instructions will inhibit incorrect completion of the questionnaire.

9. Provide clear instructions on what to do with the completed questionnaire. The return address should be clearly identified on the cover letter and on the form itself. Note deadlines and whether the questionnaire should be returned in a self-addressed envelope (Deadlines increase questionnaire response rates).

10. Provide incentives as a motivation for a completed questionnaire. Help the respondent realize the importance of collecting this information, and how it will be used to benefit them.

11. Use professional production methods. The more professional your questionnaire looks the more likely you will get a high response rate. It will also be easier to read and respond to.

12. Provide a well-wr itten personal cover letter. Questionnaires should always be sent with cover letters explaining their purpose and the reason the respondents were selected. Personal letters are better than form letters.

13. Include other experts and relevant decision-makers in your questionnaire design. This will help assure that the questionnaire is comprehensive and technically correc

14. Plan how to analyze and use the data when designing the questionnaire. Consider the analysis and use of data from the start. Avoid collecting meaningless data.

15. Be prepared to handle missing data. There is always going to be incomplete responses and missing data, so plan ahead how you will deal with this fact.

16. Test your questionnaire on a sample of your target audience. You may be surprised how many serious errors went undetected during the most careful design process. The pilot sample can point out difficult or confusing questions.

"Don't" Guidelines

1. Don't use ambigious, technical or jargon language. It can confuse or "turn off" respondents. Pilot testing the questionnaire can help avoid this error.

2. Don't use negatively worded questions unless absolutely necessary. Negatively worded items can clue a desired response or be easily misinterpreted.

3. Don't use "double-barreled" items. Items that ask respondents to respond to more than one statement or question can be confusing, especially when the respondents feel differently about each part. Make each item a simple, discrete question.

4. Don't bias the respondent by hinting at a desired response. Respondents must not be biased by the way the item is written for the questionnaire results to be valid.

5. Don't ask questions to which you already know the answers. The inclusion of such items will bore respondents, increase the length of the questionnaire and cause more work for those analyzing the data.

6. Don't include any extraneous or unnecessary items. Make sure all of the items will yield useful data.

7. Don't put important items at the end. Items at the end of a questionnaire usually get less attention than earlier items. Save the least significant items for the end

8. Don't allow respondents to fall into response sets. When many questionnaire items call for similar responses, there is a tendency for respondents to continue responding in the same way. Item variation will counteract this tendency, as will a conscious decision to vary response formats.

References

Spitzer, D. Remember these do's and don'ts of questionnaire design. Training, 1979, 16, 35-37.

Parten, M. Surveys, polls, and samples: practical procedures. New York: Cooper Square Publishers, 1966.

FAMILY HOUSING SURVEY

This survey has been developed to gather information about the living environment in Family Housing at the University of Florida. This survey will be used to focus our efforts on improving family and individual life in the apartment complexes (villages). We request that each adult residing in the apartment completes a separate survey. Since each individual has uniquely personal opinions, we would like each adult who completes this survey to give answers based on his or her individual thoughts and feelings (this is especially true when two adults in the same apartment are completing individual surveys). The surveys will be tabulated together to give us a clearer idea of the particular areas you wish us to improve.

The survey is divided into four (4) sections. Please read the instructions at the beginning of each section carefully before completing that section. You do not need to write your name or address on the survey or return envelope.

For those families that have an adult who does not speak or read English, we ask that the survey be verbally translated for them so they may also express their opinions to us.

After completing the survey, please return it to the Family Housing office in the enclosed pre-addressed and pre-stamped envelope. If possible, return the completed survey within three (3) days. If you prefer, you may return the completed survey to the Resident Manager's office.

For the results of this survey to valid, it is extremely important for each adult resident to complete a survey.

Your opinion is important! THANK YOU!

Section I:

The information requested in this section will be used to analyze the total results received in all the completed surveys.

Please circle the answer which applies to you in the following 3 statements.

1. I live in: Corry Diamond Tanglewood Maguire UVS

2. I am presently a student: Yes No

3. I am a: Male Female

Section II:

The following items are designed to assess your personal opinions related to your living environment. After each statement you are requested to circle the response that best describes the extent to which you agree or disagree with the statement.

The choices for your response and their abbreviations are:

SA = Strongly Agree with the statement
A = Agree with the statement
D = Disagree with the statement
SD = Strongly Disagree with the statement
N = No Basis for Opinion on this statement

Example:
The instructions are clear to me. (SA) A D SD N
(the response circled is SA or Strongly Agree)

Circle your response to the following 37 statements:

1. The University of Florida provides a variety of services to meet my family's needs.	SA	A	D	SD	N
2. I feel safe and secure in my apartment.	SA	A	D	SD	N
3. The resident manager and the assistant managers listen and respond to my concerns.	SA	A	D	SD	N
4. Residents of my village seem to be understanding of ethnic and cultural differences.	SA	A	D	SD	N
5. My family has sufficient financial resources to meet our needs.	SA	A	D	SD	N
6. I am satisfied with the availability of daycare for my child(ren).	SA	A	D	SD	N
7. UF counseling services are readily available to family housing residents.	SA	A	D	SD	N
8. I am satisfied with the playground equipment in my village.	SA	A	D	SD	N
9. There should be a separate daycare facility for only family housing residents.	SA	A	D	SD	N

10. The scheduled office hours in the village are adequate.	SA	A	D	SD
11. I understand the policies and procedures related to living in family housing.	SA	A	D	SD
12. I am satisfied with the amount of activities offered in my village.	SA	A	D	SD
13. There is a general feeling of friendliness in my village.	SA	A	D	SD
14. I think it is important for planned activities to be offered in my village.	SA	A	D	SD
15. I am glad my children are growing up with others of different nationalities.	SA	A	D	SD
16. There is ample opportunity for me to have the amount of privacy I desire.	SA	A	D	SD
17. Bus transportation between the village and campus is adequate.	SA	A	D	SD
18. There are enough activities on campus which serve my entire family.	SA	A	D	SD
19. Rents should be raised to support a daycare facility for only family housing residents.	SA	A	D	SD
20. I would use a resident's study room if one was provided in my village.	SA	A	D	SD
21. Living in Family Housing is as safe as living in most other apartment complexes.	SA	A	D	SD
22. I know how to contact needed emergency services (police, fire department, ambulance, etc.) if necessary.	SA	A	D	SD
23. The resident manager and assistant managers are available during scheduled office hours.	SA	A	D	SD

24. There is a problem with roaches in my building.	SA	A	D	SD	N
25. There are sufficient opportunities for me to meet other people in my village.	SA	A	D	SD	N
26. It is easy for me to feel accepted in my village even though my situation is different from others around me.	SA	A	D	SD	N
27. There are an adequate amount of village activities for children.	SA	A	D	SD	N
28. If I have academic problems I know where to go for help.	SA	A	D	SD	N
29. Outside noises do not interfere with my ability to study in my apartment.	SA	A	D	SD	N
30. When there is a maintenance problem in my apartment, I am aware of the procedures to follow to correct the situation.	SA	A	D	SD	N
31. I usually know when a village resident's meeting (village commission) is scheduled.	SA	A	D	SD	N
32. I am informed about available services (social, helping, business) in Gainesville and Alachua County.	SA	A	D	SD	N
33. The staff at the Family Housing Office are willing to listen and respond to my concerns.	SA	A	D	SD	N
34. It is useful to have periodic resident's meetings (village commission) to discuss issues and activities for the village.	SA	A	D	SD	N
35. There are an adequate amount of village activities for adults.	SA	A	D	SD	N
36. I am informed about available services (social, helping, business) on campus.	SA	A	D	SD	N

37. I would participate in more village and campus activities if childcare was also provided during the activity. SA A D SD N

Section III:

The items in this section are designed to assess your opinion about the level of quality of various aspects of your living environment. After each statement you are requested to circle the response that best describes how you would complete the statement.

The choices for your response and their abbreviations are:

P = Poor
LS = Less than Satisfactory
S = Satisfactory
G = Good
N = No Opinion

Example:
The parking situation in my village is... P (LS) S G N
(the response circled is LS or less than satisfactory)

Circle the response which you think best completes the following statements:

1. The promptness of response to my maintenance requests is... P LS S G N

2. The condition of the stove in my apartment is... P LS S G N

3. The information provided in The Villager newsletter is... P LS S G N

4. The exterior lighting in my village is... P LS S G N

5. The promptness of response to my requests for Custodial Services (carpet cleaning, fogging, etc.) is... P LS S G N

6. The maintenance of the lawn (grass) in my village is... P LS S G N

7. The quality of activities offered for adults in my village is... P LS S G N

8. The general appearance of my village is...	P	LS	S	G	N
9. The condition of the refrigerator in my apartment is...	P	LS	S	G	N
10. The condition of the carpet in my apartment is...	P	LS	S	G	N
11. The q]_____,___ for the children in my village is...	P	LS	S	G	N

Section IV:

The items in this section are designed to allow you to write in your opinion.

Complete the following statements in the blanks provided.

1. One improvement that I would most like to see made in my apartment is _____
_____

2. The primary way I become informed about activities in the villages is _____
_____

3. When I have personal problems, I would prefer to talk with and get help from _____
_____

4. The program(s) or activity(s) I would like to see offered in my village are _____
_____

5. The issue(s) or opinion(s) that this survey did not ask about are _____
_____

Circle the response which best completes the following statement for you.

6. The best time(s) for me to participate in village activities is morning afternoon evening

---

Thank you very much for completing this survey. Please send your completed survey by mail to the Family Housing Office in the pre-addressed and pre-stamped envelope or return it to your Resident Manager's office.

(GL/pc 2-28-86)

UNIVERSITY OF FLORIDA

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DIVISION OF HOUSING

VILLAGE COMMUNITY CENSUS FORM

The census information requested below is needed for our staff to know how many residents reside in our villages, as well as, to help us design programs and services to better meet the needs of our residents. While most, if not all, of this information is currently available from various offices on the UF campus, much time will be saved by you taking the 2-3 minutes necessary to complete this form. Your help is appreciated.

Please Print: Date: _____

I. Village _____ Building # _____ Apt # _____

II. Student's name _____ SS # ___ - ___ - ____

Date of birth _____ (Month/Day/Year) Sex (circle one): M F

Married (circle one): YES NO If married, number of years? _____

Single Parent (circle one): YES NO If single parent, how long? _____

Academic Classification (circle one): Undergraduate Post-baccalaureate Graduate

Major and Degree sought _____

What country are you a citizen of? _____

III. Spouse's name (if married) _____ SS # ___ - ___ - ____

Date of birth _____ (Month/Day/Year)

Is spouse student at UF _____ or Santa Fe C.C. _____

If yes (circle one) full-time part-time Major and Degree sought _____

Academic classification (circle one) Undergraduate Post-baccalaureate Graduate

What country is your spouse a citizen of? _____

IV. Number of dependent children who reside with you _____

Name _____ Date _____ (Month/Day/Year) Sex: M F

Name _____ Date _____ (Month/Day/Year) Sex: M F

Name _____ Date _____ (Month/Day/Year) Sex: M F

Name _____ Date _____ (Month/Day/Year) Sex: M F

V. If you (or spouse) are a U. S. citizen, please check below as you would describe yourself.

You	Spouse	
___	_____	1. White, Anglo, Caucasian
___	_____	2. Black, Negro, Afro-American
___	_____	3. American Indian, Eskimo, Aleut
___	_____	4. Asian, Oriental
___	_____	5. Spanish American, Cuban, Puerto Rican, Hispanic
___	_____	6. Other (describe) _____

VI. Language(s) used by you or family _____

VII. Are you or a family member handicapped? _____ If yes, please describe _____

_____

Thank you for your help.

cmNPVC 11/15/84

Division of Housing

FAMILY HOUSING NEEDS ASSESSMENT PROJECT

Goal: To assess the needs of village residents relating to the quality of life in the family housing communities.

Objectives:

1. We will have an accurate data base of residents in family housing.

2. We will develop a written instrument with which we can conduct a survey of family housing residents' needs.

3. We will conduct a needs assessment of family housing residents using the written instrument.

4. We will conduct the needs assessment using population samples of the following groups:

   -International Residents
   -American Residents
   -Singles Parents
   -Couples with Children/without Children
   -Children
   -Individual Village Populations
   -Age Groupings
   -Graduate Students
   -Undergrad Students
   -Academic Majors Groupings
   -Venezuelan Residents
   -Indian Residents
   -Taiwanese Residents
   -Middle Eastern Residents
   -Korean Residents
   -Various American Ethnic Groupings

5. After collecting and analyzing data from the written survey, we will conduct personal interviews to explore in more depth the information gained in the written survey.

6. The data will be analyzed in such a way as to place in priority the needs of the total population and the various subgroups surveyed.

7. The results of the assessment will be communicated to the Vice-President of Student Affairs, appropriate staff of the Division of Housing, and the village residents. This will be accomplished through the availability of a final report and by use of space in The Villager.

VC005 FH Needs Assessment Project

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

Division of Housing

BRAINSTORMING: ISSUES/AREAS TO ASSESS

-Facilities (grounds, buildings, and equipment)

-Sense of Community

-Programs and Activities (formal and nonformal-social, cultural, recreational, educational)

-Financial Issues

-Subpopulations

-Open Communication (formal and informal-administration, neighbors, family, cultural)

-Counseling Issues

-Other University Services

-Childcare and Children's Programs

-Academic Environment

-Safety and Security

-Staffing and Office Patterns in the Village

-Administrative Services and Information

-Needs of Subgroups

-Unexpected or an Anticipated Needs that Deserve Our Attention

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

Division of Housing

3-6-86

Pilot study on Family Housing Survey:

Please read the following questions prior to completing the survey. After you have completed the survey, please respond to the questions below.

Thank you helping with this important project.

1. Are the instructions clear and easy to understand?

2. Which instructions, if any, are not clear?

3. Are any of the statements (questions) unclear?
   If so, which ones?

4. Were any questions too personal for you to answer?

5. Were there any questions or topics you think needed to be asked about that are not included?

6. How long did it take you to complete the survey?

7. What other suggestions do you have regarding this survey?

Please return this sheet along with the survey to the person administering this pilot study of the survey. Thank you!

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

Division of Housing

3-10-86

Memo to: Village Staff and Mayors

From: Gene Luna, Assistant Director of Housing

Subject: Family Housing Survey

Next week will mark the beginning of a very important project in Family Housing.

The Family Housing Survey will provide resident's opinions to help guide our short- and long-term efforts to improve the quality of life for each resident. For the survey to produce meaningful results it is critical that we receive a very high rate of response from our residents.

I ask that each of you give your best efforts to insure the success of this survey. Your attitude towards this project will have a significant impact on the number and quality of responses we receive. I know we can count on your support for this project.

If you have any questions regarding this major project, please contact me right away. We will be notifying the residents of the upcoming survey this week!

Thanks in advance for your assistance.

Gene Luna

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

Division of Housing

March 11, 1986

Dear Resident of Family Housing:

The Office of Family Housing is very interested in your opinion about the "Quality of Life" for the residents in our apartment villages. By receiving your comments, criticisms, and compliments, we are able to make specific changes that you indicate are needed. We also can avoid spending time and resources on those aspects of family housing that you think are already good.

In order to get your opinion about family housing, we are going to conduct a very important survey. In about three days, the Resident Manager and village staff will deliver one or two surveys to your apartment. We request that each adult resident complete a separate survey. We believe each individual has personal opinions which may be different from the other adult in the apartment.

Along with the survey(s) will be included a pre-addressed, pre-stamped envelope for you to use in sending your completed survey(s) back to our office. If you prefer, you may return your completed survey(s) directly to the Resident Manager's office.

The survey will only take about 15 minutes to complete. It is very important for the future of family housing to get a completed survey from each adult resident. The surveys will be tabulated to give a clear vision of what our residents think about life in family housing, and which aspects you believe most deserve our attention. Overall results will be available for review sometime in May.

Please return your completed survey(s) within three days.

Your opinion is extremely important!

Sincerely,

Gene Luna

Gene Luna
Assistant Director of Housing

GL/cm

VC006 Dear Resident of Family Housing

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

Staff with highest Percentage of Return... ... Surprise !!

Division of Housing

3-14-86

FAMILY HOUSING SURVEY

Instructions for Staff:

1. MONDAY - Distribute envelopes with surveys to apartments as addressed (remember most apartments will receive two).

2. Tuesday - Check around village to return any that have fallen off doors or been thrown on village grounds by "local delinquents".

3. Bring or send all completed surveys that are turned in to the Village Office to the Family Housing Office within 24 hours.

4. If any resident requests another copy of the survey, contact Lucy Stevens so she can send you a "coded" survey. She will need to know the apartment of the resident.

5. We will keep records of all surveys that are completed and returned. You will receive a list of the apartments from which we have not received the survey(s) in approximately nine days along with the 2nd survey envelope and request for delivery to those apartments.

6. Steps 4 and 5 will be followed again for those still unreturned surveys.

7. Door-to-Door, Person-to-Person contact will probably be necessary by you to insure we get the minimum 75% return that is needed to generate valid results from each village. You may choose to begin that on the 1st follow-up effort.

8. If residents express concern about anonymity or confidentiality of their survey responses, explain that it is necessary for us to know where each response comes from for two reasons.
   - to allow us to focus our follow-up to increase response.
   - to allow the results to be sorted according to various subgroups, such as single parents, internationals, etc.

   Once the responses are recorded we will only be concerned about grouped responses and results, not individual responses.

9. YES, THIS IS A BIG TASK, AND IT IS ONE OF THE MOST IMPORTANT PROJECTS WE HAVE UNDERTAKEN. TO A LARGE PART, OUR SUCCESS WILL DEPEND ON YOUR FOLLOW-UP EFFORTS TO GET COMPLETED SURVEYS!

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

University of Florida Division of Housing

3-17-86

Dear Family Housing Resident,

This survey will help us plan the next 10 years in Family Housing. It is very important to us that you take time to complete and return the survey to our office.

The survey results will only be valid if all adult residents of Family Housing complete a survey. A sample of residents completing the survey found that it only takes an average of about 15 minutes to complete. Will you please contribute this small amount of time for the future of Family Housing?

If you have any questions about any part of the survey please call me at 392-2157. Together we can work to improve the quality of life in Family Housing.

Thank you very much,

Gene

Gene Luna
Assistant Director of Housing

NO POSTAGE STAMP NECESSARY
POSTAGE HAS BEEN PREPAID BY

DIRECTOR OF HOUSING
UNIVERSITY OF FLORIDA
GAINESVILLE, FLORIDA 32601

ATTN: FAMILY HOUSING

Division of Housing

3-28-86

ACTION NEEDED...ACTION NEEDED...ACTION NEEDED...ACTION NEEDED!!!

Memo to: All Staff

From: Gene Luna, Assistant Director of Housing

Subject: Family Housing Survey - First Follow-up

As of Thursday, our residents have responded by sending back 862 completed surveys out of the 1816 (47%) you delivered. We need at least 28% more to reach our goal.

Now begins the most critical phase of this process - the follow-up by you and your staff with those residents who have not returned a completed survey. **Your** efforts in this phase will determine, to a large degree, the success we have in reaching our response rate goal of at least **75%** in each village.

The first step, of course, is to deliver the 2nd surveys to the address written on the envelopes on Monday.

The second step, and **most important**, is gaining face-to-face contact with these residents the following two or three days to ask them personally to complete and return a survey. Try, in the most gracious way, to impress upon the resident the importance we place on his or her opinion about life in Family Housing. Remind when necessary, that we want to receive a survey from each adult in the apartment. Most of all, **thank** each resident with whom you have the opportunity.

Each day, beginning Tuesday, Lucy or Delores will call your office during regular hours and tell you which surveys were received at our office that morning. Check off the code number for each survey reported returned on the new roster of surveys we sent you to deliver. This should help reduce the time spent finding residents who have already returned their survey(s) and allow you to focus your time correctly and effectively.

As you know, many residents do not get home until after 4:30 or 5:00pm. Therefore, you may need to follow-up after that time. Please schedule your staffs accordingly during this phase.

If you have any questions, call me immediately!

REMEMBER: The staff in the village from which we get the highest percentage of completed surveys will be taken to lunch at Brown Derby Restaurant or comparable restaurant of that staff's choice!

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

Division of Housing

March 31, 1986

Dear Family Housing Resident:

Recently we requested that you complete a survey to help us determine areas which need improving in family housing. We don't think you have returned a completed survey to our office or the Resident Manager's office yet.

If you have questions or concerns about completing a survey, call me at 392-2157 or 392-2176 so we can discuss them.

In order for this survey to produce meaningful results, it is extremely important to receive a completed survey from each adult resident including yourself. Most residents have taken the approximately 15 minutes needed to complete the survey and sent theirs to our office.

Please take a few minutes and complete this survey. We need your opinions very much. You may return it to the Resident Manager's office or send it directly by mail in the enclosed pre-addressed and pre-stamped envelope to the Family Housing office.

Thank-you,

Gene Luna

Gene Luna
Assistant Director of Housing

GL/cm

P.S. Please disregard this notice if you have already returned your completed survey.

VC006 Dear Family Housing Resident

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

Division of Housing

April 15, 1986

MEMO TO: All Staff in Family Housing

FROM: Gene Luna, Assistant Director of Housing

SUBJECT: Family Housing Survey

Outstanding Effort... Job Well Done!!!

Please accept my appreciation for the excellent effort put forth by each village staff in exceeding our goal of 75% return of surveys.

Because of your efforts, we will definitely have valid results which will ultimately direct the Division of Housing's efforts to meet the needs of our student-families.

Although one staff will be declared the leader tomorrow for purposes of the "Lunch" reward, I think each staff has proven themselves a "Winner".

We are beginning to tabulate the results and hope to have that process complete in May. At that time, you will be advised of the results of the survey.

Again, thank-you for the attitude and effort you invested in this project.

GL/cm

cc: Rena Buchan
Lucy Stevens
Delores Foreman

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

RESULTS BY CATEGORY

RESIDENTS SURVEYED = 1810 TOTAL RESPONSES = 1551 RESPONSE RATE - 85.7%

IN REVIEWING THE TABULATED RESULTS (IN PERCENTAGES), USE THE FOLLOWING ANSWER CODES:

A = AGREE WITH THE STATEMENT

SA = STRONGLY AGREE

D = DISAGREE

SD = STRONGLY DISAGREE

SA/A = COMBINED S AND SA RESPONSES

D/SD = COMBINED D AND SD RESPONSES

P = POOR

LS = LESS THAN SATISFACTION

S = SATISFACTORY

P/LS = COMBINED P AND LS RESPONSES

S/L = COMBINED S AND G RESPONSES

N = NO OPINION

FACILITIES

Sec II 8. I AM SATISFIED WITH THE PLAYGROUND EQUIPMENT IN MY VILLAGE.

SA/A	D/SD	N
36.1%	39.7%	24.2%

16. THERE IS AMPLE OPPORTUNITY FOR ME TO HAVE THE AMOUNT OF PRIVACY I DESIRE.

SA/A	D/SD	N
66.4%	31.2%	2.4%

20. I WOULD USE A RESIDENT'S STUDY ROOM IF ONE WAS PROVIDED IN MY VILLAGE.

SA/A	D/SD	N
41.9%	40.4%	17.7%

29. OUTSIDE NOISES DO NOT INTERFERE WITH MY ABILITY TO STUDY IN MY APARTMENT.

SA/A	D/SD	N
36.1%	50.6%	13.3%

Sec. III 2. THE CONDITION OF THE STOVE IN MY APARTMENT IS...

P/LS	S/G	N
24.5%	74.8%	.7%

6. THE MAINTENANCE OF THE LAWN (GRASS) IN MY VILLAGE IS...

P/LS	S/G	N
37.2%	60.9%	2.0%

8. THE GENERAL APPEARANCE OF MY VILLAGE IS...

P/LS	S/G	N
26.9%	72.2%	1.0%

9. THE CONDITION OF THE REFRIGERATOR IN MY APARTMENT IS...

P/LS	S/G	N
26.9%	72.6%	.5%

10. THE CONDITION OF THE CARPET IN MY APARTMENT IS...

P/LS	S/G	N
39.2%	58.0%	2.8%

Division of Housing

FAMILY HOUSING SURVEY

(Responses to Sect. IV, Question 1)

S4-Q1: One improvement that I would most like to see made in my apartment is....

OVERALL RESULTS - TOP TEN

(Total number surveyed: 1552)

Order By Frequency	Reply	Number of Responses	Percent of Total
1	New carpet installed	353	22.7 %
2	None/no reply	244	15.7 %
3	New refrigerator (frost-free)	176	11.3 %
4	Better pest control	166	10.7 %
5	New central A/C-heat unit*	104	6.7 %
6	Better heat/noise insulation	82	5.3 %
7	Overhead light fixtures	65	4.2 %
8	Better lawn care/landscaping	44	2.8 %
9	New stove	43	2.8 %
10	Weather stripping (doors/windows)**	33	2.1 %

* Includes apartments currently without central air/heat
** Includes efficiency improvements (window film, double pane, etc.)

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

EQUAL EMPLOYMENT OPPORTUNITY-AFFIRMATIVE ACTION EMPLOYER

STAFFING ISSUES

Sec. II 3. THE RESIDENT MANAGER AND THE ASSISTANT MANAGERS LISTEN AND RESPOND TO MY CONCERNS.

SA/A	D/SD	N
73.0%	7.6%	19.4%

10. THE SCHEDULED OFFICE HOURS IN THE VILLAGE ARE ADEQUATE.

SA/A	D/SD	N
60.5%	35.1%	4.4%

23. THE RESIDENT MANAGER AND ASSISTANT MANAGERS ARE AVAILABLE DURING SCHEDULED OFFICE HOURS.

SA/A	D/SD	N
84.3%	4.3%	11.5%

33. THE STAFF AT THE FAMILY HOUSING OFFICE ARE WILLING TO LISTEN AND RESPOND TO MY CONCERNS.

SA/A	D/SD	N
64.5%	9.8%	25.8%

SAFETY & SECURITY

Sec. II 2. I FEEL SAFE AND SECURE IN MY APARTMENT.

SA/A	D/SD	N
89.8%	9.7%	1.0%

21. LIVING IN FAMILY HOUSING IS AS SAFE AS LIVING IN MOST OTHER APARTMENT COMPLEXES.

SA/A	D/SD	N
87.5%	8.3%	4.2%

22. I KNOW HOW TO CONTACT NEEDED EMERGENCY SERVICES (POLICE, FIRE DEPARTMENT, AMBULANCE, ETC.) IF NECESSARY.

SA/A	D/SD	N
92.2%	6.8%	1.0%

Sec. III 4. THE EXTERIOR LIGHTING IN MY VILLAGE IS...

P/LS	S/G	N
35.8%	63.5%	.7%

PROGRAMS & ACTIVITIES

Sec. II 12. I AM SATISFIED WITH THE AMOUNT OF ACTIVITIES OFFERED IN MY VILLAGE.

SA/A	D/SD	N
69.2%	21.5%	9.3%

14. I THINK IT IS IMPORTANT FOR PLANNED ACTIVITIES TO BE OFFERED IN MY VILLAGE.

SA/A	D/SD	N
82.4%	9.6%	8.0%

18. THERE ARE ENOUGH ACTIVITIES ON CAMPUS WHICH SERVE MY ENTIRE FAMILY.

SA/A	D/SD	N
60.0%	25.6%	14.4%

27. THERE ARE AN ADEQUATE AMOUNT OF VILLAGE ACTIVITIES FOR CHILDREN.

SA/A	D/SD	N
27.5%	31.6%	40.9%

34. IT IS USEFUL TO HAVE PERIODIC RESIDENT'S MEETINGS (VILLAGE COMMISSION) TO DISCUSS ISSUES AND ACTIVITIES FOR THE VILLAGE.

SA/A	D/SD	N
81.8%	5.2%	13.0%

35. THERE ARE AN ADEQUATE AMOUNT OF VILLAGE ACTIVITIES FOR ADULTS.

SA/A	D/SD	N
46.6%	36.3%	17.2%

37. I WOULD PARTICIPATE IN MORE VILLAGE AND CAMPUS ACTIVITIES IF CHILDCARE WAS ALSO PROVIDED DURING THE ACTIVITY.

SA/A	D/SD	N
37.7%	12.6%	49.7%

Sec. III 7. THE QUALITY OF ACTIVITIES OFFERED FOR ADULTS IN MY VILLAGE IS...

P/LS	S/G	N
30.3%	44.9%	24.7%

DIFFERENCES - ACCEPTANCE - COMMUNITY

Sec. II 4. RESIDENTS OF MY VILLAGE SEEM TO BE UNDERSTANDING OF ETHNIC AND CULTURAL DIFFERENCES.

SA/A	D/SD	N
71.6%	16.6%	11.8%

13. THERE IS A GENERAL FEELING OF FRIENDLINESS IN MY VILLAGE.

SA/A	D/SD	N
80.0%	17.5%	2.5%

15. I AM GLAD MY CHILDREN ARE GROWING UP WITH OTHERS OF DIFFERENT NATIONALITIES.

SA/A	D/SD	N
52.6%	2.5%	44.9%

25. THERE ARE SUFFICIENT OPPORTUNITIES FOR ME TO MEET OTHER PEOPLE IN MY VILLAGE.

SA/A	D/SD	N
72.8%	22.2%	5.0%

26. IT IS EASY FOR ME TO FEEL ACCEPTED IN MY VILLAGE EVEN THOUGH MY SITUATION IS DIFFERENT FROM OTHERS AROUND ME.

SA/A	D/SD	N
70.5%	13.3%	16.2%

SERVICES FOR RESIDENTS

Sec. II 1. THE UNIVERSITY OF FLORIDA PROVIDES A VARIETY OF SERVICES TO MEET MY FAMILY'S NEEDS.

SA/A	D/SD	N
81.2%	12.0%	6.8%

7. UF COUNSELING SERVICES ARE READILY AVAILABLE TO FAMILY HOUSING RESIDENTS.

SA/A	D/SD	N
30.4%	9.8%	59.8%

17. BUS TRANSPORTATION BETWEEN THE VILLAGE AND CAMPUS IS ADEQUATE.

SA/A	D/SD	N
55.4%	20.2%	24.4%

Sec. III 1. THE PROMPTNESS OF RESPONSE TO MY MAINTENANCE REQUESTS IS...

P/LS	S/G	N
6.1%	90.0%	3.9%

5. THE PROMPTNESS OF RESPONSE TO MY REQUESTS FOR CUSTODIAL SERVICES (CARPET CLEANING, FOGGING, ETC.) IS...

P/LS	S/G	N
20.4%	45.7%	34.0%

CHILDCARE

Sec. II 6. I AM SATISFIED WITH THE AVAILABILITY OF DAYCARE FOR MY CHILD(REN).

SA/A	D/SD	N
16.3%	25.1%	58.6%

9. THERE SHOULD BE A SEPARATE DAYCARE FACILITY FOR ONLY FAMILY HOUSING RESIDENTS.

SA/A	D/SD	N
49.0%	12.2%	38.8%

19. RENTS SHOULD BE RAISED TO SUPPORT A DAYCARE FACILITY FOR ONLY FAMILY HOUSING RESIDENTS.

SA/A	D/SD	N
15.5%	69.1%	8.4%

COMMUNICATING INFORMATION

Sec. II 11. I UNDERSTAND THE POLICIES AND PROCEDURES RELATED TO LIVING IN FAMILY HOUSING.

SA/A	D/SD	N
93.0%	4.8%	2.1%

28. IF I HAVE ACADEMIC PROBLEMS I KNOW WHERE TO GO FOR HELP.

SA/A	D/SD	N
44.0%	19.8%	36.2%

30. WHEN THERE IS A MAINTENANCE PROBLEM IN MY APARTMENT, I AM AWARE OF THE PROCEDURES TO FOLLOW TO CORRECT THE SITUATION.

SA/A	D/SD	N
95.2%	3.5%	1.3%

31. I USUALLY KNOW WHEN A VILLAGE RESIDENT'S MEETING (VILLAGE COMMISSION) IS SCHEDULED.

SA/A	D/SD	N
84.4%	13.4%	2.2%

32. I AM INFORMED ABOUT AVAILABLE SERVICES (SOCIAL, HELPING, BUSINESS) IN GAINESVILLE AND ALACHUA COUNTY.

SA/A	D/SD	N
53.5%	39.6%	6.9%

36. I AM INFORMED ABOUT AVAILABLE SERVICES (SOCIAL, HELPING, BUSINESS) ON CAMPUS.

SA/A	D/SD	N
58.4%	31.4%	10.3%

Sec. III 3. THE INFORMATION PROVIDED IN THE VILLAGER NEWSLETTER IS...

P/LS	S/G	N
12.7%	81.7%	5.6%

GENERAL FINDINGS - UF FAMILY HOUSING SURVEY

THERE ARE NO REAL DIFFERENCES IN RESPONSES OF MALES COMPARED WITH FEMALES.

THERE ARE NO REAL DIFFERENCES IN RESPONSES OF STUDENTS COMPARED TO NON-STUDENTS.

AMONG STUDENTS, THERE WERE NO REAL DIFFERENCES IN RESPONSES OF GRADUATE STUDENTS COMPARED TO UNDERGRADUATE STUDENTS.

AMONG RESIDENTS WHO ARE U.S. CITIZENS, THERE ARE VERY FEW DIFFERENCES BETWEEN HISPANICS, BLACKS, AND WHITES IN THEIR RESPONSES.

ASIDE FROM ISSUES OF DAYCARE AND ACTIVITIES FOR CHILDREN, THERE ARE ONLY A FEW DIFFERENCES IN RESPONSES OF FAMILIES WITH CHILDREN COMPARED TO FAMILIES WITHOUT CHILDREN.

IN COMPARING SINGLE PARENTS RESPONSES WITH THOSE OF COUPLES WITH CHILDREN, THERE WERE VERY FEW DIFFERENCES IN RESPONSES.

THERE ARE SOME DISTINCT DIFFERENCES IN THE RESPONSES OF INTERNATIONAL STUDENTS AS COMPARED TO RESIDENTS WHO ARE U.S. CITIZENS (ALTHOUGH THE DIFFERENCES ARE NOT AS WIDESPREAD OR DISTINCT AS WE BELIEVED BEFORE THE SURVEY).

ALMOST 90% OF ALL RESIDENTS FEEL SAFE AND SECURE LIVING IN FAMILY HOUSING AT UF. THEY ALSO INDICATED THEY FELT AS SAFE HERE AS IN ANY OTHER PRIVATE APARTMENT COMPLEX.

A MAJORITY OF FAMILIES WITH CHILDREN ARE NOT SATISFIED WITH THE AVAILABILITY OF DAYCARE.

ABOUT ONE-THIRD OF ALL RESIDENTS ARE NOT SATISFIED WITH THE AMOUNT OF PRIVACY THEY HAVE.

OVER 80% OF RESIDENTS INDICATE IT IS IMPORTANT FOR PLANNED ACTIVITIES TO BE OFFERED IN THEIR VILLAGE.

OVER 80% OF RESIDENTS SAID IT WAS "USEFUL" TO HAVE VILLAGE MEETINGS TO DISCUSS ISSUES AND PLAN ACTIVITIES.

OVER 80% INDICATED THAT THE VILLAGER NEWSLETTER PROVIDED USEFUL INFORMATION.

OVER 60% OF STUDENT-RESIDENTS INDICATED THAT "OUTSIDE NOISES" INTERFERED WITH THEIR ABILITY TO STUDY IN THEIR APARTMENT.

ABOUT 50% OF STUDENT-RESIDENTS WOULD LIKE A SEPARATE STUDY AREA IN THE VILLAGE.

ABOUT 25% OF STUDENT-RESIDENTS INDICATE THEY DO NOT KNOW WHERE TO GO FOR HELP WITH ACADEMIC PROBLEMS.

RESIDENTS INDICATED THERE WAS A GENERAL FEELING OF FRIENDLINESS AND HIGH TOLERANCE FOR PERSONAL DIFFERENCES IN THE VILLAGES.

HOWEVER, ALMOST 30% FELT THERE WERE NOT ENOUGH OPPORTUNITIES TO MEET OTHER PEOPLE IN THE VILLAGE.

A SIGNIFICANT NUMBER (40%) INDICATED A NEED FOR MORE INFORMATION ABOUT SERVICES AVAILABLE IN GAINESVILLE.

ONE-FOURTH OF RESIDENTS INDICATED A PERCEPTION THAT THE CAMPUS DOES NOT OFFER ENOUGH ACTIVITIES TARGETED FOR FAMILIES.

OVER ONE-THIRD OF RESIDENTS PERCEIVE THE AMOUNT OF ON-SITE OFFICE HOURS AVAILABLE TO SERVE THEM ARE INADEQUATE.

THE SURVEY RESULTS PROVIDED CLEAR INFORMATION REGARDING THE RESIDENTS' PRIORITIES FOR NEEDED IMPROVEMENT OF FACILITIES.

ROACH CONTROL CONTINUES TO BE MOST UNSATISFACTORY FACILITY ISSUE FOR RESIDENTS.

VC008 General Findings From FH Survey

DIFFERENCES - INTERNATIONALS / AMERICANS

		INT.	U.S.
WOULD USE VILLAGE STUDY ROOM		54%	33%
HAVE PROBLEM WITH ROACHES		84%	66%
STAFF LISTENS TO CONCERNS		83%	66%
CAN'T CONTACT EMERGENCY SERVICES		13%	3%
ARE ENOUUGH CAMPUS ACTIVITIES FOR FAMILIES		49%	68%
NOT ENOUGH VILLAGE CHILDREN'S PROGRAMS		38%	28%
NOT ENOUGH VILLAGE ADULT'S PROGRAMS		45%	30%
WOULD ATTEND PROGRAMS IF CHILD CARE OFFERED		50%	28%
NOT EASY TO MEET OTHER PEOPLE IN VILLAGE		34%	22%
AWARE OF SERVICES IN GAINESVILLE		42%	63%
AWARE OF SERVICES ON CAMPUS		50%	65%
WHO THEY PREFER TO SHARE PERSONAL PROBLEMS WITH	SPOUSE	7%	14%
	FRIEND	24%	14%
	CHURCH	0%	4%
	COUNSELOR	7%	6%

-VC008 Response Differences

DIFFERENCES - BLACKS/HISPANICS/WHITES

	BLACK	HISP	WHITE
NOT SATISFIED WITH PLAYGROUND	23%	52%	37%
DON'T HAVE ENOUGH PRIVACY	20%	41%	49%
DON'T HAVE PROBLEMS WITH ROACHES	18%	32%	32%
OUTSIDE NOISES INTERFERE WITH STUDYING	38%	32%	54%
NOT SATISFIED WITH CARE OF LAWNS	16%	33%	42%

VC008 Response Differences

DIFFERENCES - SINGLE/MARRIED PARENTS

		SINGLES	COUPLES
NOT SATISFIED WITH PLAYGROUND EQUIPMENT		27%	59%
NOT SATISFIED WITH LAWN CARE		24%	42%
SATISFIED WITH AMOUNT OF VILLAGE ACTIVITIES		73%	63%
NOT ENOUGH ADULT PROGRAMS		29%	43%
NOT ENOUGH FINANCIAL RESOURCES FOR FAMILY		56%	35%
NOT INFORMED ABOUT SERVICES IN GAINESVILLE		34%	44%
WHO THEY PREFER TO TALK WITH ABOUT PERSONAL PROBLEMS	SPOUSE	0%	7%
	FRIEND	17%	20%
	CHURCH	2%	3%
	COUNSELOR	27%	7%

VC008 Response Differences

DIFFERENCES -

FAMILIES WITH/WITHOUT CHILDREN

	WITH	WITHOUT
HAVE PROBLEMS WITH ROACHES	83%	68%
OUTSIDE NOISES INTERFERE WITH STUDYING	40%	58%
NOT ENOUGH FAMILY ACTIVITIES ON CAMPUS	37%	15%
NOT ENOUGH CHILDREN'S PROGRAMS	55%	11%
NOT ENOUGH ADULT'S PROGRAMS	43%	32%
WOULD ATTEND PROGRAMS IF CHILDCARE OFFERED	66%	13%
NOT SATISFIED WITH AVAILABILITY OF DAYCARE	45%	7%
SHOULD HAVE SEPARATE DAYCARE FOR FAMILY HOUSING	69%	30%
RENTS RAISED TO SUPPORT SEPARATE DAYCARE	23%	8%

VC008 Response Differences

09/23/86

FAMILY HOUSING CENSUS
STUDENT STATUS REPORT

FAMILY HOUSING TENANTS: 974
FAMILY HOUSING SPOUSES: 910
TOTAL RESIDENTS: 1884

	COUNTS	STUDENT PERCENTAGE	TOTAL RES PERCENTAGE
*** RESIDENTS ATTENDING ***			
*** UNIVERSITY OF FLORIDA ***			
TENANTS:	974	100.00%	100.00%
SPOUSES:	154	71.30%	16.92%
TOTAL:	1128	94.79%	59.87%
*** RESIDENTS ATTENDING ***			
*** SANTA FE COMM. COLL. ***			
TENANTS:	0	0.00%	0.00%
SPOUSES:	62	28.70%	6.81%
TOTAL:	62	5.21%	3.29%

STUDENT TENANTS: 974
STUDENT SPOUSES: 216
TOTAL STUDENTS: 1190

*** UNDERGRADUATE STUDENTS ***			
TENANTS:	277	28.44%	28.44%
SPOUSES:	121	56.02%	13.30%
TOTAL:	398	33.45%	21.13%
*** GRADUATE STUDENTS ***			
TENANTS:	649	66.63%	66.63%
SPOUSES:	79	36.57%	8.68%
TOTAL:	728	61.18%	38.64%
*** POST BACCALAUREATE STUDENTS ***			
TENANTS:	44	4.52%	4.52%
SPOUSES:	13	6.02%	1.43%
TOTAL:	57	4.79%	3.03%
*** STUDENT CLASS UNKNOWN ***			
TENANTS:	4	0.41%	0.41%
SPOUSES:	3	1.39%	0.33%
TOTAL:	7	0.59%	0.37%

09/23/86

FAMILY HOUSING CENSUS
RACE STATUS REPORT OF US CITIZENS

FAMILY HOUSING TENANTS:	974
FAMILY HOUSING SPOUSES:	910
TOTAL ADULT RESIDENTS:	1884

US CITIZEN TENANTS:	568	
US CITIZEN SPOUSES:	489	
TOTAL US CITIZENS:	1057	56.10% OF TOTAL ADULT RESIDENTS

	COUNTS	US CITIZEN PERCENTAGE	PERCENTAGE OF ALL RES
*** WHITE/ANGLO/CAUCASIAN ***			
TENANTS:	479	84.33%	49.18%
SPOUSES:	400	81.80%	43.96%
TOTAL:	879	83.16%	46.66%
*** BLACK/NEGRO/AFRO-AMERICAN ***			
TENANTS:	41	7.22%	4.21%
SPOUSES:	31	6.34%	3.41%
TOTAL:	72	6.81%	3.82%
*** AM INDIAN/ESKIMO/ALEUT ***			
TENANTS:	2	0.35%	0.21%
SPOUSES:	2	0.41%	0.22%
TOTAL:	4	0.38%	0.21%
*** ASIAN/ORIENTAL ***			
TENANTS:	1	0.18%	0.10%
SPOUSES:	11	2.25%	1.21%
TOTAL:	12	1.14%	0.64%
*** SPAN/CUBAN/PUERTO RICAN/HISP ***			
TENANTS:	38	6.69%	3.90%
SPOUSES:	41	8.38%	4.51%
TOTAL:	79	7.47%	4.19%
*** OTHER ***			
TENANTS:	2	0.35%	0.21%
SPOUSES:	0	0.00%	0.00%
TOTAL:	2	0.19%	0.11%
*** UNKNOWN ***			
TENANTS:	5	0.88%	0.51%
SPOUSES:	4	0.82%	0.44%
TOTAL:	9	0.85%	0.48%

09/24/86

FAMILY HOUSING CENSUS
RESIDENT COUNTS REPORT

	COUNTS	PERCENTAGES
SINGLE PARENTS:	66	6.78%
COUPLES WITH CHILDREN:	449	46.10%
COUPLES WITHOUT CHILDREN:	461	47.33%

TENANTS:	974
SPOUSES:	910
CHILDREN:	755

TOTAL FAMILY HOUSING RESIDENTS: 2639

09/23/86

FAMILY HOUSING CENSUS
TENANT NATIONALITY REPORT

SUMMARY OF VILLAGE COUNTS

	COUNTS	% OF ALL RESIDENTS
TOTAL US CITIZEN TENANTS:	568	58.32%
TOTAL INTERNATIONAL TENANTS:	406	41.68%
NATIONALITY UNKNOWN:	0	0.00%
TOTAL TENANTS:	974	

09/23/86

FAMILY HOUSING CENSUS
TENANT NATIONALITY REPORT

TOTAL FAMILY HOUSING TENANTS: 974

TENANT COUNTRY	COUNTS	PERCENTAGES
ALGERIA	2	0.21%
ARGENTINA	6	0.62%
BANGLADESH	2	0.21%
BELIZE	1	0.10%
BERMUDA	1	0.10%
BRAZIL	13	1.33%
BRITAIN	1	0.10%
CAMEROON	8	0.82%
CANADA	2	0.21%
CHILE	3	0.31%
CHINA	59	6.06%
COLOMBIA	7	0.72%
COSTA RICA	4	0.41%
CUBA	3	0.31%
DENMARK	1	0.10%
DOC	1	0.10%
DOMINICAN REPUBLIC	7	0.72%
ECUADOR	4	0.41%
EGYPT	7	0.72%
EL SALVADOR	2	0.21%
ETHIOPIA	1	0.10%
GHANA	7	0.72%
GREAT BRITAIN	1	0.10%
GUATEMALA	2	0.21%
HAITI	3	0.31%
HONDURAS	2	0.21%
INDIA	18	1.85%

09/23/86

FAMILY HOUSING CENSUS
TENANT NATIONALITY REPORT

TOTAL FAMILY HOUSING TENANTS: 974

TENANT COUNTRY	COUNTS	PERCENTAGES
INDONESIA	2	0.21%
IRAN	11	1.13%
IRAQ	1	0.10%
ISRAEL	3	0.31%
ITALY	1	0.10%
JAMAICA	3	0.31%
JORDAN	3	0.31%
KOREA	89	9.14%
LEBANON	3	0.31%
LIBYA	1	0.10%
MALAYSIA	13	1.33%
MEXICO	6	0.62%
NEPAL	2	0.21%
NETHERLANDS	1	0.10%
NEW ZEALAND	1	0.10%
NIGERIA	6	0.62%
PAKISTAN	1	0.10%
PANAMA	2	0.21%
PERU	2	0.21%
PORTUGAL	3	0.31%
PUERTO RICO	1	0.10%
REPUBLIC OF CHINA	1	0.10%
SAUDI ARABIA	1	0.10%
SPAIN	1	0.10%
SRI LANKA	3	0.31%
ST. LUCIA	1	0.10%
SUDAN	2	0.21%

09/23/86

FAMILY HOUSING CENSUS
TENANT NATIONALITY REPORT

TOTAL FAMILY HOUSING TENANTS: 974

TENANT COUNTRY	COUNTS	PERCENTAGES
SURINAME	2	0.21%
TAIWAN	44	4.52%
THAILAND	3	0.31%
TRINIDAD	1	0.10%
TURKEY	8	0.82%
UNITED KINGDOM	1	0.10%
UNITED STATES	568	58.32%
UNITES STATES	1	0.10%
URUGUAY	1	0.10%
VENEZUELA	12	1.23%
WEST INDIES	1	0.10%

*** TOTAL US CITIZEN TENANTS ***	568	58.32%
*** TOTAL INTERNATIONAL TENANTS ***	406	41.68%
*** NATIONALITY UNKNOWN ***	0	0.00%

09/23/86 FAMILY HOUSING CENSUS

RESIDENT AGE REPORT

		COUNTS	PERCENTAGES
***** CHILD TOTALS *****			
TOTAL FAMILY HOUSING CHILDREN:	755		
AGE 0 - 3:		317	41.99%
AGE 4 - 6:		201	26.62%
AGE 7 - 12:		167	22.12%
AGE 13 AND ABOVE:		40	5.30%
AGE UNKNOWN:		30	3.97%
***** ADULT TOTALS *****			
TOTAL FAMILY HOUSING TENANTS:	974		
TOTAL FAMILY HOUSING SPOUSES:	910		
TOTAL ADULT RESIDENTS:	1884		
TENANTS BELOW AGE 26:		264	27.10%
SPOUSES BELOW AGE 26:		296	32.53%
TOTAL:		560	29.72%
TENANTS 26 - 32:		461	47.33%
SPOUSES 26 - 32:		445	48.90%
TOTAL:		906	48.09%
TENANTS 33 - 40:		212	21.77%
SPOUSES 33 - 40:		135	14.84%
TOTAL:		347	18.42%
TENANTS ABOVE AGE 40:		37	3.80%
SPOUSES ABOVE AGE 40:		22	2.42%
TOTAL:		59	3.13%
TENANTS AGE UNKNOWN:		0	0.00%
SPOUSES AGE UNKNOWN:		12	1.32%
TOTAL:		12	0.64%

Division of Housing

FAMILY HOUSING SURVEY
(KEY TO SECTION IV)

S4_Q1	:	A - NEW CARPET
		B - PEST CONTROL
		C - BETTER KITCHEN APPLIANCES
		D - SECURITY/LIGHTING
		E - OTHER
S4_Q2	:	A - NEWSLETTER
		B - BULLETIN BOARDS/POSTERS
		C - WORD-OF-MOUTH
		D - DOOR NOTICES
		E - OTHER/COMBINATION OF ABOVE
S4_Q3	:	A - SPOUSE
		B - FRIEND
		C - CHURCH
		D - COUNSELOR/PROFESSIONAL
		E - OTHER/COMBINATION OF ABOVE
S4_Q4	:	A - CHILDRENS' ACTIVITIES
		B - SPORTS ACTIVITIES
		C - BBQ's
		D - YOGA/AEROBICS/EXERCISE CLASSES
		E - OTHER
S4_Q5	:	A - VILLAGE RULES
		B - HIGH NOISE LEVELS
		C - PARKING SITUATION
		D - CHILDRENS' SUPERVISION
		E - OTHER
S4_Q6	:	A - MORNING
		B - AFTERNOON
		C - EVENING
		D - COMBINATION OF ABOVE
		E - NO TIME AVAILABLE

GL/kc

VC007/Housing Survey

Division of Housing/University of Florida/Gainesville, Florida 32611/Phone: (904) 392-2161

U.S. CITIZENS: 739
INTERNATIONAL: 424
UNKNOWN: 10
RESPONSE TOTAL: 1173

			QUESTION	STRONGLY AGREE -A- GOOD NUB	STRONGLY AGREE -A- GOOD XINT	STRONGLY AGREE -A- GOOD TOTX	AGREE -B- SATISFACTORY NUB	AGREE -B- SATISFACTORY XINT	AGREE -B- SATISFACTORY TOTX	DISAGREE -C- NOT SATISFACTORY NUB	DISAGREE -C- NOT SATISFACTORY XINT	DISAGREE -C- NOT SATISFACTORY TOTX	STRNGLY DISAGREE -D- POOR NUB	STRNGLY DISAGREE -D- POOR XINT	STRNGLY DISAGREE -D- POOR TOTX	NO OPINION -E- NUB	NO OPINION -E- XINT	NO OPINION -E- TOTX
1:	3	08	PLAYGROUND EQUIPMENT	3	4												30	14	23
2:		14	WE HAVE PRIVACY	11	14												3	4	
3:		10	USE STUDY ROOM	14	17												1	1	1
4:		11	PROBLEM WITH ROACHES	40	58														
5:		12	NOISES NOT INTERFERE	7	7										2	2	1	1	1
6:		02	CONDITION OF STOVE	9	9														
7:		03	MAINTENANCE OF LAWN	3	3										2	2			
8:		05	GENERAL APPEARANCE	3	3														
9:		09	CONDITION OF REFRIG	4	4														
10:		10	CONDITION OF CARPET	3	4														
11:	4	02	MAY BECOME INFORMED	3	3														
			FACILITIES	3	3														
12:	3	03	MANAGERS LISTEN	1	2												2	1	
13:		03	OFFICE HOURS OK	1	1														
14:		03	MANAGERS AVAILABLE	1	1														
15:		03	F.H. STAFF LISTEN	1	1														
			STAFFING ISSUES	1	1														
16:	3	02	FEEL SAFE / SECURE	2	2														
17:		12	AS SAFE AS OTHER APT	1	1														
18:		12	CONTACT EMERGENCY	1	1														
19:		04	EXTERIOR LIGHTING	1	1														
			SAFETY / SECURITY	1	1														
20:	3	12	AMOUNT OF ACTIVITIES	10	7														
21:		14	PLANNED ACTIVITIES	11	8														
22:		12	ACTIVITIES ON CAMPUS	1	1														
23:			ENGLISH CHILD PGMS																
24:		14	USEFUL MEETINGS	1	1														
25:			ENGLISH ADULT PGMS																
26:		07	PROGRAM IN CHILDCARE	1	1														
27:		07	QUALITY ADULT PGM																
28:	4	04	PROGRAM I WOULD LIKE	1	1														
29:	4	06	BEST TIME FOR ME	1	1														
			PROGRAMS/ACTIVITIES	1	1														
30:	3	04	UNDERSTANDING OF DIFF	1	1														
31:		04	FINANCIAL RESOURCES	1	1														
32:		12	GENERAL INTERESTING	1	1														
33:			GROUP WITH OTHERS																
34:		12	TO MEET OTHER PEOPLE	1	1														
35:		14	EASY TO FEEL ACCEPTD	1	1														
			DIFF/ACCEPT/COMMNTY	1	1														
36:	3	01	VARIETY OF SERVICES	1	1														
37:		03	MAINTENANCE DATABASE ON																
38:		07	COUNSELING SERVICES																
39:		07	SEPARATE DAYCARE																
40:		17	BUS IS ADEQUATE	1	1														
41:		19	RENT SUPPORT DAYCARE	1	1														
42:		04	STREET MAINTENANCE																
43:		03	STREET CUSTODIAL																
44:	4	03	PREFER TO TALK WITH	1	1														
			SERVICES FOR RSDNTS	1	1														
45:	3	11	UNDERSTAND POLICIES	2	1														
46:		08	ACADEMIC HELP																
47:		10	MAINT. PROCEDURES	2	2														
48:		12	KNOW WHEN MEETING	2	1														
49:		12	SERVICES IN STVILLE																
50:		12	SERVICES ON CAMPUS																
51:		03	IN THE VILLAGE																
52:	4	02	MAY BECOME INFORMED																
53:	4	05	SURVEY DID NOT ASK																
			COMMUNICATING INFO	2	1														
			TOTAL	19	17	18	42	43	42	15	17	16	7	7	7	17	15	17	

BEST COPY AVAILABLE

BLACK: 40
HISPANIC: 66
WHITE: 644
TOTAL RESPONSES: 771
RACE UNKNOWN: 624

			STRONGLY AGREE GOOD A				AGREE SATISFACTORY B				DISAGREE NOT SATISFACTORY C				STRONGLY DISAGREE POOR D				NO OPINION E			
			BLK%	HSP%	WHT%	TOT%	BLK%	HSP%	WHT%	TOT%	BLK%	HSP%	WHT%	TOT%	BLK%	HSP%	WHT%	TOT%	BLK%	HSP%	WHT%	TOT
1.	2 09	PLAYGROUND EQUIPMEN	5	6	3	3	50	20	30	29	10	33	23	22	13	14	14	13	23	27	31	29
2.	2 18	WE HAVE PRIVACY	8	26	10	11	60	45	50	50	15	15	25	24	8	3	13	12	3	9	1	3
3.	2 20	USE STUDY ROOM	25	23	13	14	35	21	18	18	15	24	31	29	5	17	18	17	20	15	20	19
4.	2 24	PROBLEM WITH ROACHE	48	35	41	39	30	33	27	27	14	21	27	25	5	11	5	5	5	0	0	1
5.	2 29	NOISES NOT INTERFER	5	14	6	7	38	42	23	25	18	15	23	22	20	17	31	28	20	13	16	15
6.	3 02	CONDITION OF STOVE	30	45	40	39	40	39	41	40	20	12	13	13	10	2	6	5	0	2	0	1
7.	3 06	MAINTENANCE OF LAWN	28	30	20	21	58	33	37	37	8	18	21	19	8	15	21	19	0	3	0	1
8.	3 08	GENERAL APPEARANCE	38	30	18	20	48	42	49	47	13	20	24	23	3	6	8	8	0	3	1	1
9.	3 09	CONDITION OF REFRIG	40	53	47	46	40	27	27	27	10	12	11	11	10	6	14	13	0	3	1	1
10.	3 10	CONDITION OF CARPET	28	32	23	24	28	36	28	28	3	14	12	12	8	11	20	18	35	8	16	16
11.	4 02	WAY BECOME INFORMED	35	29	33	32	10	6	12	11	3	6	5	5	25	29	23	23	35	21	19	19
		FACILITIES	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16
12.	2 03	MANAGERS LISTEN	10	30	18	18	60	47	48	47	3	8	7	7	3	0	3	3	25	15	24	25
13.	2 10	OFFICE HOURS OK	3	3	6	5	55	61	54	53	25	23	27	26	10	9	9	9	8	3	3	3
14.	2 23	MANAGERS AVAILABLE	18	32	25	22	63	58	61	59	3	2	5	4	0	0	1	1	18	9	13	12
15.	2 33	F.H. STAFF LISTEN	13	17	13	13	50	56	49	49	5	6	6	6	0	0	2	2	33	21	32	28
		STAFFING ISSUES	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16
16.	2 02	FEEL SAFE / SECURE	35	42	27	28	55	55	61	59	5	3	9	8	3	0	2	2	3	0	0	1
17.	2 21	AS SAFE AS OTHER AP	30	45	38	37	63	42	54	52	3	5	5	5	0	2	1	1	5	6	3	3
18.	2 22	CONTACT EMERGENCY	30	45	43	41	68	48	54	53	3	5	2	2	0	2	1	1	0	0	0	0
19.	3 04	EXTERIOR LIGHTING	20	27	25	24	50	35	40	39	15	23	23	22	15	14	12	12	0	2	1	1
		SAFETY / SECURITY	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16
20.	2 12	AMOUNT OF ACTIVITIE	8	12	10	10	60	53	63	60	18	23	16	17	5	2	4	4	10	11	7	7
21.	2 14	PLANNED ACTIVITIES	30	30	23	23	55	53	59	57	8	6	11	10	3	2	1	1	8	9	6	6
22.	2 18	ACTIVITIES ON CAMPU	3	15	11	10	45	42	61	57	25	27	15	16	5	3	3	3	23	12	10	11
23.	2 27	ENOUGH CHILD PGMS	3	5	2	3	40	20	24	24	15	27	22	21	10	5	7	7	33	44	45	43
24.	2 34	USEFUL MEETINGS	25	24	19	19	58	61	65	62	0	6	4	4	0	2	1	1	18	8	12	12
25.	2 35	ENOUGH ADULT PGMS	5	8	4	4	43	44	50	48	23	33	27	26	8	5	4	4	23	11	15	14
26.	2 37	PROGRAM IF CHILDCAR	10	14	10	10	35	11	19	18	10	6	12	11	3	0	4	4	43	70	55	54
27.	3 07	QUALITY ADULT PGM	10	12	9	9	38	39	45	43	10	24	19	18	5	5	5	5	38	20	32	32
28.	4 04	PROGRAM I WOULD LIK	15	12	11	11	5	17	13	13	0	11	6	6	3	8	6	6	33	27	35	35
29.	4 06	BEST TIME FOR ME	13	2	4	4	3	11	11	10	78	74	67	66	3	8	8	7	3	2	3	3
		PROGRAMS/ACTIVITIES	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16
30.	2 04	UNDERSTANDING OF DIF	13	11	15	14	63	61	56	56	8	14	11	11	3	5	4	4	15	11	13	13
31.	2 05	FINANCIAL RESOURCES	5	17	7	8	53	47	59	56	28	29	23	23	13	5	9	8	3	3	2	2
32.	2 13	GENERAL FRIENDLINES	25	14	16	16	58	65	67	65	10	14	12	12	5	5	4	4	3	3	1	2
33.	2 15	GROW UP WITH OTHERS	38	29	20	21	25	23	24	23	0	0	2	2	0	3	1	1	38	48	53	51
34.	2 25	TO MEET OTHER PEOPL	13	9	12	12	65	61	66	64	13	21	16	15	0	3	2	2	10	6	4	4
35.	2 26	EASY TO FEEL ACCEPT	13	9	9	9	65	59	64	62	8	18	10	10	3	0	2	2	13	14	15	15
		DIFF/ACCEPT/COMMNTY	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16
36.	2 01	VARIETY OF SERVICES	20	26	19	19	60	61	66	64	10	8	7	7	8	2	1	1	3	5	4	6
37.	2 06	AVAILABLE DAYCARE O	5	0	2	2	25	6	8	9	13	11	13	12	20	9	13	12	38	74	64	62
38.	2 07	COUNSELING SERVICES	3	12	6	6	25	27	23	23	8	6	5	5	8	3	2	2	58	52	64	61
39.	2 09	SEPARATE DAYCARE	45	27	24	25	18	17	18	17	8	5	9	8	3	2	4	4	28	50	45	43
40.	2 17	BUS IS ADEQUATE	15	18	14	14	45	44	44	43	8	11	7	7	5	8	7	7	30	20	28	26
41.	2 19	RENT SUPPORT DAYCAR	3	3	5	4	13	14	12	12	43	21	23	23	38	53	54	52	5	9	7	7
42.	3 01	PROMPT MAINTENANCE	68	62	66	64	28	29	25	24	0	5	4	4	3	0	2	1	3	5	4	4
43.	3 05	PROMPT CUSTODIAL	18	29	23	23	25	23	27	26	15	12	10	10	8	3	4	4	35	33	35	34
44.	4 03	PREFER TO TALK WITH	3	17	15	14	13	8	14	13	13	3	3	3	8	14	7	7	48	26	35	34
		SERVICES FOR RSDNTS	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16
45.	2 11	UNDERSTAND POLICIES	10	30	22	21	83	65	75	72	3	2	3	3	0	2	0	0	5	2	0	1
46.	2 28	ACADEMIC HELP	10	8	8	8	55	33	35	35	18	14	10	10	0	9	5	5	18	36	42	39
47.	2 30	MAINT. PROCEDURES	25	48	42	41	68	48	55	53	3	2	2	2	0	2	0	0	5	0	0	1
48.	2 31	KNOW WHEN MEETING	18	24	25	22	75	53	63	61	5	15	11	11	0	5	3	3	3	3	1	1
49.	2 32	SERVICES IN G'VILLE	8	12	7	8	40	33	59	54	38	39	24	25	8	8	5	6	8	8	5	5
50.	2 36	SERVICES ON CAMPUS	8	15	6	7	60	42	60	57	20	29	23	23	3	5	3	3	10	9	8	8
51.	3 03	IN THE VILLAGER	25	27	31	30	58	56	52	52	8	3	7	6	0	3	4	4	10	11	5	6
52.	4 02	WAY BECOME INFORMED	35	29	33	32	10	6	12	11	3	6	5	5	25	29	23	23	25	21	19	19
53.	4 05	SURVEY DID NOT ASK	0	0	2	2	3	8	5	5	10	8	5	6	0	2	9	8	30	30	32	31
		COMMUNICATING INFO	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16
		TOTAL	15	25	18	19	42	38	42	42	12	16	14	14	10	6	9	9	21	16	16	16

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FAMILY HOUSING TOTALS

FAMILY HOUSING SURVEY - FAMILY STATUS OF RESIDENTS

09/04/86

SINGLE PARENTS: 41
MARRIED WITH CHILDREN: 633
MARRIED W/O CHILDREN: 717
RESPONSE TOTAL: 1391
UNKNOWN: 4

			QUESTION	STRONGLY AGREE GOOD -A- NBGL PAR	XMAR WTH	XMAR W/O	TOT%	AGREE SATISFACTORY -B- NBGL PAR	XMAR WTH	XMAR W/O	TOT%	DISAGREE NOT SATISFACTORY -C- NBGL PAR	XMAR WTH	XMAR W/O	TOT%	STRONGLY DISAGREE POOR -D- NBGL PAR	XMAR WTH	XMAR W/O	TOT%	NO OPINION -E- NBGL PAR	XMAR WTH	XMAK W/O	TOT%
1.	2	08	PLAYGROUND EQUIPMEN	12	13	13	13	54	54	59	55	17	39	18	28	10	20	6	13	5	2	43	23
2.	2	14	WE HAVE PRIVACY	20	12	12	12	44	56	63	54	22	20	23	21	15	8	11	10	0	4	2	3
3.	2	20	USE STUDY ROOM	24	24	16	20	22	23	22	23	41	22	30	27	10	14	14	13	2	18	18	18
4.	2	24	PROBLEM WITH ROACHE	51	58	40	48	29	25	28	27	12	13	26	20	7	3	5	4	0	1	1	1
5.	2	27	NOISES NOT INTERFER	5	9	6	7	29	25	24	26	37	31	24	33	24	19	34	27	5	16	13	14
6.	3	02	CONDITION OF STOVE	37	32	37	35	37	38	41	40	30	20	13	16	17	9	7	8	0	1	1	1
7.	3	06	MAINTENANCE OF LAWN	27	21	22	22	49	56	46	48	7	21	21	20	17	21	15	18	0	2	2	2
8.	3	08	GENERAL APPEARANCE	20	20	21	20	61	49	52	51	17	21	20	20	2	8	7	7	0	2	0	1
9.	3	09	CONDITION OF REFRIG	39	40	46	43	37	30	29	30	15	14	11	13	10	14	14	14	0	1	0	1
10.	3	10	CONDITION OF CARPET	27	18	23	21	10	26	28	24	7	15	11	13	10	24	17	20	37	17	21	20
11.	4	02	WAY BECOME INFORMED	39	30	35	33	7	10	8	9	12	4	3	4	27	23	23	23	15	17	17	17
			FACILITIES	24	24	22	23	34	34	33	33	20	20	20	20	12	13	12	13	9	9	13	11
12.	2	03	MANAGERS LISTEN	29	22	20	22	59	54	51	53	9	7	5	6	0	2	2	2	10	15	22	19
13.	2	10	OFFICE HOURS OK	2	7	6	7	54	54	54	54	32	26	27	27	5	7	9	8	7	5	3	4
14.	2	23	MANAGERS AVAILABLE	24	25	22	23	41	40	43	42	8	4	3	4	0	1	0	1	12	11	11	11
15.	2	33	F.H. STAFF LISTEN	15	16	10	13	59	49	55	51	8	8	6	7	2	2	2	2	26	24	28	28
			STAFFING ISSUES	18	18	15	16	58	54	58	55	10	11	10	11	2	3	3	3	12	14	16	15
16.	2	02	FEEL SAFE / SECURE	34	24	31	29	59	63	59	61	2	8	8	8	5	2	2	2	0	1	0	1
17.	2	21	AS SAFE AS OTHER AP	47	33	38	36	51	63	61	59	3	3	3	3	0	1	1	1	0	0	4	4
18.	2	22	CONTACT EMERGENCY	81	57	33	58	44	54	59	54	2	7	5	6	0	0	1	1	0	1	1	1
19.	3	04	EXTERIOR LIGHTING	27	22	24	23	44	40	41	41	17	24	22	23	12	13	13	13	0	1	1	1
			SAFETY / SECURITY	39	29	31	31	51	52	53	53	6	12	10	11	4	5	4	4	0	2	1	2
20.	2	12	AMOUNT OF ACTIVITIE	10	9	9	9	43	54	45	49	17	22	14	18	7	4	3	4	2	10	8	9
21.	2	14	PLANNED ACTIVITIES	37	27	19	23	54	58	62	60	8	6	10	8	0	1	1	1	0	7	8	8
22.	2	18	ACTIVITIES ON CAMPU	2	6	11	8	56	41	61	52	24	30	13	21	7	7	2	4	10	17	14	15
23.	2	27	ENOUGH CHILD PGMS	7	5	1	3	34	31	17	24	32	44	9	25	20	11	2	7	7	11	69	41
24.	2	34	USEFUL MEETINGS	17	18	15	16	52	46	45	44	3	4	5	5	0	0	1	1	15	11	14	13
25.	2	35	ENOUGH ADULT PGMS	2	3	4	3	56	46	48	48	24	36	28	31	5	7	4	6	12	17	16	17
26.	2	37	PROGRAM IF CHILDCAR	20	25	3	13	39	41	10	28	18	13	6	9	0	2	1	1	27	19	78	50
27.	3	07	QUALITY ADULT PGM	7	7	10	9	39	33	39	36	22	26	20	23	7	12	5	8	24	21	25	24
28.	4	04	PROGRAM I WOULD LIK	29	18	11	21	11	13	11	12	8	2	6	5	17	4	4	6	23	25	25	25
29.	4	06	BEST TIME FOR ME	0	3	3	2	12	13	9	11	74	44	73	69	7	6	4	5	15	1	4	3
			PROGRAMS/ACTIVITIES	14	13	8	11	43	40	41	41	23	24	20	23	7	6	3	5	13	15	28	21
30.	2	04	UNDERSTANDING OF DIF	24	12	13	13	61	59	58	59	3	15	11	13	2	8	4	4	10	9	14	12
31.	2	05	FINANCIAL RESOURCES	9	6	12	9	39	56	59	57	41	27	21	24	15	8	6	7	5	3	3	3
32.	2	13	GENERAL FRIENDLINES	27	14	13	14	56	65	68	66	10	15	14	14	5	3	4	4	2	3	2	2
33.	2	15	GROW UP WITH OTHERS	61	37	8	23	29	53	10	30	0	1	2	1	0	1	0	0	10	6	81	45
34.	2	25	TO MEET OTHER PEOPL	7	12	9	10	73	61	83	72	13	18	2	10	7	2	1	3	0	5	5	5
35.	2	26	EASY TO FEEL ACCEPT	7	10	7	9	71	60	84	72	15	18	11	14	5	2	2	3	2	17	16	16
			DIFF/ACCEPT/COMMNTY	21	15	10	13	55	59	54	56	15	15	13	14	6	4	3	5	5	7	20	14
36.	2	01	VARIETY OF SERVICES	24	14	19	17	59	60	67	64	10	16	5	10	5	2	1	2	2	6	8	7
37.	2	06	AVAILABLE DAYCARE O	2	6	2	4	22	21	11	17	29	24	14	21	24	21	3	12	22	27	88	58
38.	2	07	COUNSELING SERVICES	15	5	5	5	32	31	21	26	15	10	4	7	2	3	3	3	37	51	68	59
39.	2	09	SEPARATE DAYCARE	54	37	14	26	22	32	16	24	7	12	6	9	2	3	3	3	15	15	61	38
40.	2	17	BUS IS ADEQUATE	20	14	15	15	29	40	42	41	12	16	13	14	12	9	6	7	27	21	26	24
41.	2	19	RENT SUPPORT DAYCAR	5	6	2	4	22	17	8	11	39	31	24	28	29	40	58	49	5	6	11	9
42.	3	01	PROMPT MAINTENANCE	76	60	58	59	20	33	29	31	5	4	5	5	0	1	2	2	0	2	6	4
43.	3	05	PROMPT CUSTODIAL	32	20	19	20	29	25	26	26	12	17	10	13	5	10	4	7	22	28	41	34
44.	4	03	PREFER TO TALK WITH	9	7	15	11	17	20	17	18	3	3	2	3	27	7	4	6	46	31	32	32
			SERVICES FOR RSDNTS	25	20	17	18	28	32	26	29	15	15	8	12	12	11	10	10	20	22	39	31
45.	2	11	UNDERSTAND POLICIES	24	18	21	19	73	73	74	74	0	6	4	5	0	0	0	0	2	3	1	2
46.	2	28	ACADEMIC HELP	12	8	8	8	54	35	34	36	17	15	14	15	5	4	6	6	10	37	36	34
47.	2	30	MAINT. PROCEDURES	51	38	37	38	46	56	59	57	0	4	3	3	0	1	2	1	0	2	1	1
48.	2	31	KNOW WHEN MEETING	15	20	22	21	78	63	64	64	7	12	9	11	0	2	2	2	0	3	2	2
49.	2	32	SERVICES IN B'VILLE	7	7	7	7	36	41	51	47	34	37	29	33	0	1	1	1	0	2	1	1
50.	2	36	SERVICES ON CAMPUS	3	5	7	6	59	47	55	52	24	30	27	28	0	4	3	3	10	14	8	10
51.	3	03	IN THE VILLAGER	37	26	30	28	51	53	54	53	2	12	7	9	7	3	3	3	2	6	6	6
52.	4	02	WAY BECOME INFORMED	39	30	35	33	7	10	8	9	12	4	3	4	27	23	23	23	15	17	17	17
53.	4	05	SURVEY DID NOT ASK	5	1	1	1	2	3	5	4	10	4	5	5	2	4	6	5	34	31	26	29
			COMMUNICATING INFO	23	18	20	20	50	46	49	48	13	15	12	14	8	6	6	6	9	15	12	13
			TOTAL	23	19	17	18	43	43	42	42	16	18	14	16	8	8	7	7	11	13	20	17

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FAMILY HOUSING TOTALS — FAMILY HOUSING SURVEY - STUDENT CLASSIFICATION PERCENTAGE — 09/03/85

UNDERGRADUATES: 268
GRADUATES/POSTDOC: 579
NONSTUDENTS: 498
TOTAL RESPONSES: 1345
CLASS UNKNOWN: 30

				STRONGLY AGREE -A- GOOD				AGREE -B- SATISFACTORY				DISAGREE -C- NOT SATISFACTORY				STRONGLY DISAGREE -D- POOR				NO OPINION -E-			
				UNDX	GRDX	NONX	TOTX	UNDX	GRDX	NONX	TOTX	UNDX	GRDX	NONX	TOTX	UNDX	GRDX	NONX	TOTX	UNDX	GRDX	NONX	TOT
1.	2 08	PLAYGROUND EQUIPMEN	4	3	4	3	31	34	33	33	24	28	29	28	12	13	13	13	30	22	21	23
2.	2 16	WE HAVE PRIVACY	12	13	12	12	51	55	53	54	22	21	21	21	13	9	10	10	1	2	4	3
3.	2 20	USE STUDY ROOM	24	20	16	20	27	27	17	23	25	23	16	22	12	17	10	13	3	5	40	18
4.	2 24	PROBLEM WITH ROACHE	39	51	51	48	27	23	21	23	28	16	20	20	6	3	4	4	1	1	1	1
5.	2 29	NOISES NOT INTERFER	7	8	4	7	31	29	29	29	24	27	18	23	37	36	47	42	1	1	1	1
6.	3 02	CONDITION OF STOVE	34	34	34	34	43	40	38	40	15	16	18	17	7	9	9	9	1	1	1	1
7.	3 04	MAINTENANCE OF LAWN	22	20	24	22	36	41	37	38	19	19	23	21	21	18	15	17	2	2	1	1
8.	3 08	GENERAL APPEARANCE	21	21	21	21	49	53	53	51	22	20	20	20	6	6	6	6	1	1	1	1
9.	3 09	CONDITION OF REFRIG	47	41	44	43	39	52	47	48	13	7	9	9	1	1	1	1	1	0	0	0
10.	3 10	CONDITION OF CARPET	24	20	20	21	26	24	27	26	15	13	13	13	20	20	19	20	15	22	20	20
11.	4 02	WAY BECOME INFORMED	33	35	32	33	10	8	9	9	5	4	5	4	27	21	24	23	16	16	16	16
		FACILITIES	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16
12.	2 03	MANAGERS LISTEN	23	22	20	21	45	54	54	53	7	5	6	6	3	1	1	1	2	17	19	18
13.	3 10	OFFICE HOURS OK	7	6	7	6	34	31	31	31	25	25	24	24	10	7	8	8	1	4	4	4
14.	3 23	MANAGERS AVAILABLE	23	24	23	23	60	60	60	60	4	3	3	3	1	0	0	0	1	1	1	1
15.	3 33	F.H.- STAFF LISTEN	13	13	13	13	38	40	38	39	6	6	6	6	3	3	3	3	2	2	2	2
		STAFFING ISSUES	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16
16.	2 02	FEEL SAFE / SECURE	28	30	28	29	58	62	61	61	11	4	8	8	2	1	2	2	1	0	1	1
17.	3 21	AS SAFE AS OTHER AP	35	34	33	34	38	33	34	34	3	3	3	3	1	1	1	1	1	1	1	1
18.	3 22	CONTACT EMERGENCY	43	34	38	38	54	56	54	54	2	3	3	3	1	1	1	1	1	1	1	1
19.	3 34	EXTERIOR LIGHTING	21	24	23	23	42	41	40	41	22	23	21	22	13	11	14	13	2	1	2	2
		SAFETY / SECURITY	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16
20.	2 12	AMOUNT OF ACTIVITIE	8	8	10	9	58	62	59	60	19	17	18	18	4	4	3	4	9	9	9	9
21.	3 14	PLANNED ACTIVITIES	26	21	25	23	36	41	40	40	9	8	7	8	1	1	1	1	7	9	7	8
22.	3 18	ACTIVITIES ON CAMPU	11	7	7	8	57	58	58	58	22	21	20	21	4	4	4	4	7	9	11	10
23.	3 27	ENOUGH CHILD PGMS	3	2	4	3	24	28	28	27	4	4	4	4	1	1	1	1	2	2	2	2
24.	3 34	USEFUL MEETINGS	20	13	17	16	44	47	44	45	14	14	14	14	3	3	3	3	2	2	2	2
25.	3 35	ENOUGH ADULT PGMS	3	1	4	3	44	48	46	46	14	13	12	13	3	3	3	3	2	2	2	2
26.	3 37	PROGRAM IF CHILDCAR	7	13	18	13	32	36	34	34	5	5	5	5	1	1	1	1	1	1	1	1
27.	3 07	QUALITY ADULT PGM	8	7	15	9	46	51	49	49	9	7	5	7	1	1	1	1	1	1	1	1
28.	4 04	PROGRAM I WOULD LIK	9	12	10	11	19	17	18	18	4	3	4	4	1	1	1	1	2	2	2	2
29.	4 06	BEST TIME FOR ME	2	3	7	4	13	9	13	11	4	3	4	4	1	1	1	1	1	1	1	1
		PROGRAMS/ACTIVITIES	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16
30.	2 04	UNDERSTANDING OF DIF	14	11	13	13	58	61	59	60	19	21	19	20	4	3	4	4	11	11	10	11
31.	3 09	FINANCIAL RESOURCES	7	8	9	8	38	38	38	38	13	11	11	12	1	1	1	1	1	1	1	1
32.	3 13	GENERAL FRIENDLINES	16	12	14	14	51	56	54	54	12	11	11	11	3	2	2	2	1	1	1	1
33.	3 15	GROWTH WITH OTHERS	33	32	34	33	36	36	36	36	5	5	5	5	1	1	1	1	1	1	1	1
34.	3 25	TO MEET OTHER PEOPL	10	9	13	10	45	47	46	46	10	9	10	10	3	3	3	3	1	1	1	1
35.	3 26	EASY TO FEEL ACCEPT	7	9	9	9	45	43	43	43	10	11	10	10	3	3	3	3	1	1	1	1
		DIFF/ACCEPT/COMMNTY	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16
36.	2 01	VARIETY OF SERVICES	18	15	19	17	45	47	46	46	13	11	10	10	1	1	1	1	4	6	6	6
37.	3 06	AVAILABLE DAYCARE O	3	3	5	4	23	23	23	23	12	12	12	12	1	1	1	1	1	1	1	1
38.	3 07	COUNSELING SERVICES	6	5	5	5	28	31	30	30	15	13	12	13	3	3	3	3	2	2	2	2
39.	3 09	SEPARATE DAYCARE	25	22	25	24	55	57	57	57	15	15	14	15	3	3	3	3	2	2	2	2
40.	3 17	BUS IS ADEQUATE	18	13	14	15	49	48	48	48	10	17	11	14	3	3	3	3	18	19	24	20
41.	3 19	RENT SUPPORT DAYCAR	6	4	3	4	14	10	11	11	20	28	32	28	54	50	45	49	6	8	9	8
42.	3 01	PROMPT MAINTENANCE	63	59	59	60	29	32	30	31	4	5	5	5	1	2	2	2	3	3	3	3
43.	3 05	PROMPT CUSTODIAL	24	17	21	20	24	27	27	26	11	15	11	13	3	3	3	3	3	3	3	3
44.	4 03	PREPER TO TALK WITH	12	9	13	11	14	17	16	16	4	3	4	4	1	1	1	1	1	1	1	1
		SERVICES FOR RSDNTS	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16
45.	2 11	UNDERSTAND POLICIES	21	19	20	19	76	75	70	74	4	4	8	5	0	0	1	0	0	2	1	1
46.	2 28	ACADEMIC HELP	9	10	4	8	51	45	16	36	21	15	11	15	9	5	3	5	10	24	45	32
47.	3 30	MAINT. PROCEDURES	42	36	37	38	54	58	57	57	1	1	1	1	0	0	0	0	1	1	1	1
48.	3 31	KNOW WHEN MEETING	23	18	22	21	63	65	63	64	2	2	2	2	1	1	1	1	1	1	1	1
49.	3 32	SERVICES IN B'VILLE	7	8	7	7	38	42	44	42	30	30	30	30	6	6	6	6	1	1	1	1
50.	3 36	SERVICES ON CAMPUS	8	8	7	8	58	58	44	52	28	29	33	30	4	4	4	4	1	1	1	1
51.	3 03	IN THE VILLAGER	28	27	30	28	52	54	51	53	10	9	10	10	4	4	4	4	6	6	6	6
52.	4 02	WAY BECOME INFORMED	33	35	32	33	10	8	9	9	5	4	5	4	27	21	24	23	16	16	16	16
53.	4 05	SURVEY DID NOT ASK	3	1	1	1	5	5	4	4	7	8	7	7	4	5	3	4	2	2	2	2
		COMMUNICATING INFO	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16
		TOTAL	19	19	19	19	42	42	41	41	15	16	14	15	9	9	9	9	14	14	18	16

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Acknowledgements

A project of this duration and magnitude is successful only through the combined efforts of many people. This report does not include many of the critical aspects which were necessary to conduct this survey. All the people who assisted in this effort are too numerous to name. However, we do wish to recognize the following for their assistance and support:

Jim Grimm, Director of Housing

Jack Worley, Associate Director

Lucy Stevens, Family Housing Office Manager

Mike Rollo, Assistant Dean/Student Services

Barbara Rogers, Resident

Leslie Davis, Student Assistant

Cindee Weidner, Resident Manager/Maguire/UVS

Marc Williamson, Resident Manager/Corry

Robert Clayton, Resident Manager/Diamond

Libby Morris, Resident Manager/Tanglewood

Cathy Perera, Tanglewood Mayor

All the Assistant Managers in each Village

Dale Ames, Data Processing Staff

Ray Guynn, Data Processing Staff

Cindy Taylor, Data Processing Staff

Dr. James Wattenbarger

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